

# **Executive Summary of April 2006 Strategic Plan Progress Report**

## **1. Identify and implement strategies to make enforcement efforts more effective; evaluate results.**

- Past-due penalties are posted to the website and media notices distributed regularly. Most recent media notice was sent on April 20, 2006. (1-1)
- IT staff developed custom queries to give compliance staff direct access to database queries for distribution of warning letters and reminder notices. (1-5)
- Random audits of 25 lobbyist employers and their 38 lobbyists are in progress with an anticipated completion date of June 30, 2006. (1-8)

## **2. Enhance public access to disclosure reports and data through evolving technology.**

- The ORCA software was released on February 7, 2006. By mid-April, 250 campaigns were using the software, 48% of all electronically filing campaigns for 2006 and beyond. (2-1)
- The website redesign is well underway and the new site should be launched in June 2006. (2-4)
- The on-line lobbyist pictorial directory was posted to the website in March 2006. (2-6)

## **3. Enhance communication with agency customers**

- 20 separate, pre-reporting reminders were electronically sent to filers, and training for 1,400 persons occurred during the first nine months of FY 2006. (3-4 and 3-5)
- Copies of new complaints are posted to the website and "plain talk" warning letters and enforcement hearing notices are in use. (3-2 and 3-3)
- Media training was conducted for Daily Olympian reporters to help enhance understanding of disclosure provisions and usage of the website. (3-7)

## **4. Increase Commission and staff capacity to meet future challenges.**

- Initial rulemaking for the Electioneering Communications law is near completion, with the public hearing and possible adoption of 23 rules scheduled for April 27, 2006. (4-3)
- A significant investment is being made in job-related training and development of employees throughout the agency. (4-5)
- Installation of our redundant computing infrastructure is scheduled for completion in June 2006. When space is allocated in an Eastern Washington facility, redundant systems will be relocated to that site. (4-6)

## **5. Government Management Accountability and Performance**

- GMAP performance measures have been established, data tracking is underway and agency GMAP presentations are scheduled.
  - Data entry GMAP presentation was held at the November Commission meeting. (4-12)
  - Administration GMAP presentation was held at the February Commission meeting. (4-14)
  - Compliance GMAP presentation is scheduled for the April Commission meeting. (4-9)

# **Public Disclosure Commission**

## **2005-07 Strategic Plan**

April 2006 Progress Report

### **Mission Statement**

The Public Disclosure Commission was created and empowered by Initiative of the People to provide timely and meaningful public access to information about the financing of political campaigns, lobbyist expenditures, and the financial affairs of public officials and candidates, and to ensure compliance with disclosure provisions, contribution limits, campaign practices and other campaign finance laws.

### **Vision Statement**

We build public confidence in the political process and government.

### **Statutory Authority**

The Public Disclosure Commission is created pursuant to RCW 42.17.350. The Commission's powers and duties are set forth in RCW 42.17.360, 42.17.365, 42.17.367, 42.17.370, 42.17.395 and other provisions of chapter 42.17 RCW.

## Goals and Objectives

### 1. Identify and implement strategies to make enforcement efforts more effective; evaluate results.

Objective: Maximize uniformity of enforcement decisions.

Strategy: Institute policies and practices to streamline enforcement activity.  
[Statewide Result No. 11. Activity: Enforcement of RCW 42.17.]

Action Items:

- 1-1 Publicize existing penalty schedules.  
Who: Director of Public Outreach  
Timeline: Ongoing

**Progress:** Past-due penalties owed are posted on PDC's website. On August 26, 2005, and April 20, 2006, the names of persons owing past-due penalty amounts were released to local media. The goal is to distribute media notification of past due penalty amounts three times per year.

- 1-2 Identify additional types of violations that lend themselves to application of penalty schedules; develop and implement new schedules.  
Who: Assistant Director, Director of Compliance  
Timeline: January 2006

**Progress:** Staff is evaluating and drafting new or revised penalty schedules for:

- 1) Failure to timely file the annual F-1 reports;
- 2) Failure to timely file candidate F-1 and C-1 reports;
- 3) Failure to include political party affiliation;
- 4) Failure to use proper sponsor identification, including Notice to Voters and top five contributors; and
- 5) Failure to timely file the 21 or 7 day general election C-4 report.

- 1-3 Further utilize settlement alternatives, including stipulations, and explore feasibility of automatic standard penalties.  
Who: Executive Director, Assistant Director, Senior Counsel, Sr. Asst. Attorney General  
Timeline: Ongoing

**Progress:** At the October 27, 2005 meeting, the Commission authorized staff to bring stipulations that include penalties that are within the Commission's assessment authority, if circumstances warrant. This practice is to be re-examined by the Commission after one year.

- 1-4 Develop an historical reference guide for enforcement decisions rendered and penalties imposed by full commission.

Who: Director of Compliance

Timeline: December 2005

**Progress:** Enforcement history of similar violations is provided at each brief and full hearing via a chart that summarizes the cases most relevant to the one being heard. In addition, consistent with Commission direction in March 2006 that past penalties may not always be useful as precedent because they are too low, staff penalty recommendations will be adjusted accordingly.

- 1-5 Identify and implement two technological solutions that expedite enforcement efforts.

Who: Assistant Director, Chief Technology Officer

Timeline: December 2004, December 2005

**Progress:** Time Matters software has been installed on all compliance division workstations. This tracking system helps management and compliance staff to improve case management and customer service.

IT staff have developed custom queries that provide compliance staff direct access to data. Examples of these queries are:

1. Lobbyist Employers who have not filed L-3 reports
2. Officials who have not filed their annual F1
3. Candidates who have not filed their C1 and/or F1
4. Lobbyists who have not filed their monthly L2
5. Campaigns that need to file electronic reports

Additional queries are being developed, including one that will be useful in generating reporting date reminders.

- 1-6 Send notices to officers of PACs that remain registered, but who have not filed for two-year period.

Who: Director of Compliance

Timeline: Annually in February

**Progress:** The notice will be sent out in April 2006.

- 1-7 Monitor timeliness of investigations by tracking duration of routine, moderately complex, and complex investigations. Report results.

Who: Director of Compliance

Timeline: Ongoing

**Progress:** Categorizing complaints enables staff to direct additional resources to cases that are expected to be complex or otherwise lengthy. Compliance staff tracks the duration of investigations by type to monitor timeliness. Initial results will be reported to the Commission at the April 2006 meeting.

Objective: Improve reliability of disclosed information.

Strategy: Verify accuracy of lobbying reports. [Statewide Result No. 11. Activity: Enforcement of Public Disclosure Laws.]

Action Items:

- 1-8 Conduct random audits of 25 lobbyist employers and their lobbyists to verify accuracy of reports filed pursuant to RCW 42.17.150 through .180, including the subject matter of proposed legislation or rule-making which was supported or opposed during a reporting period.

Who: Director of Compliance

Timeline: Ongoing

**Progress:** Audits of 25 lobbyist employers and their 38 lobbyists began in December 2005. Reports have been drafted for four completed audits of lobbyist employers. All audits are expected to be completed by June 30, 2006, and the results will be presented to the Commission.

- 1-9 Conduct random audits of 5 public agencies to verify accuracy of lobbying reports filed pursuant to RCW 42.17.190, including the general description of the nature of lobbying undertaken during a reporting period.

Who: Director of Compliance

Timeline: Ongoing

**Progress:** L-5 reports filed after the 2005 legislative session were reviewed and compared to public agencies that had testified at legislative hearings. Non-filers were contacted to determine whether they were in compliance. Missing reports were filed. A similar review will be conducted following the April 30, 2006, deadline for the first quarter L-5 report. L-5 audits of the five public agencies will be conducted upon completion of the private sector lobbyist audits.

## **2. Enhance public access to disclosure reports and data through evolving technology.**

Objective: Increase functionality and usefulness of IT systems.

All strategies and action items below advance Statewide Result No. 11.  
Activity: Provide Public Access to Campaign, Lobbying and Financial Information.

Strategy: Release Online Reporting of Campaign Activity (ORCA) software.

Action Items:

- 2-1 Complete transition of volunteer campaigns to ORCA software.

Who: Chief Technology Officer, Communications & Training Officer  
Timeline: January 2005

**Progress:** The ORCA software was released to filers on February 7, 2006. As of April 19, 250 campaigns were using the ORCA software, which is 48% of the 520 campaigns filing electronically for 2006 and beyond.

2-2 Continue upgrading ORCA according to prioritized list of enhancements.

Who: Chief Technology Officer  
Timeline: Ongoing

**Progress:** The list of ORCA enhancements for new features and functionality continues to evolve and grow. Several subsequent patches and enhancements to the ORCA software were released in March and April of 2006. The Macintosh version of ORCA is scheduled to be released by the end of April.

Strategy: Maintain recent technological advances.

Action Items:

2-3 Through resource management and budget submissions, acquire funding for technology maintenance and acquisitions that continue to advance reliable, secure and efficient service.

Who: Executive Director, Chief Technology Officer  
Timeline: Ongoing

**Progress:** PDC staff has acquired software and hardware maintenance items using the \$72,000 FY 2006 allotment for critical IT infrastructure.

2-4 Re-design website for freshness, clarity, ease-of-use and functionality.

Who: Chief Technology Officer, Communications and Training Officer  
Timeline: June 2006

**Progress:** The web design committee has determined the website map for the new site. In March, the agency hired a graphic designer to design the site, and the new layout was presented to the web design committee and the Executive Management team for feedback and approval in early April 2006.

2-5 Enhance service delivery through development of an on-line customer survey and automated email alerts regarding specific new filings.

Who: Chief Technology Officer, Communications & Training Officer  
Timeline: December 2005

**Progress:** An on-line customer survey has been developed and is prominently displayed on the PDC home page.

**Customer subscriptions for automated e-mail alerts is planned, but not yet developed. It is anticipated this feature will be part of the website enhancement project.**

Strategy: Improve access to lobbying information.

Action Items:

- 2-6 Generate support within the legislature and the lobbying community for distribution of the lobbyist pictorial directory via the Legislature's intranet.

Who: Assistant Director, Communications & Training Officer

Timeline: January 2005

**Progress: Done. Direct legislative access to directory occurred in January of 2005. The Lobbyist Pictorial Directory was published on PDC's website on March 9, 2006.**

- 2-7 Review occupational category selections for lobbyist employers to incorporate current national industry classification standards.

Who: Administrative Officer

Timeline: November 2004

**Progress: Done. On January 19, 2005, Director of Administration provided the IT division with a draft occupational category selection listing that is compatible with the national industry classification standards.**

- 2-8 Hold stakeholder meeting regarding placing lobbyist pictorial directory on website; relay comments to Commission.

Who: Assistant Director, Communications & Training Officer

Timeline: December 2005

**Progress: Done. A stakeholder meeting concerning electronically publishing the pictorial directory was held on September 13, 2005, and the Commission was briefed at their September meeting. A final stakeholder meeting on this subject occurred on December 1, 2005.**

### **3. Enhance communication with agency customers.**

Objective: Increase filer and media awareness of PDC requirements.

All strategies and action items below advance Statewide Result No. 11.

Activity: Provide Public Access to Campaign, Lobbying and Financial Information.

Strategy: Increase utilization of electronic communications.

Action Items:

- 3-1 For distribution of materials to lobbyists, lobbyist employers, F-1 filers, political committees, and candidates, rely primarily on electronic mail with Internet links and compact diskettes.

Who: Communications & Training Officer, Administrative Officer

Timeline: Ongoing

**Progress: Ongoing. Examples of electronic communication with the public include:**

- E-mails are sent to candidates, and committees confirming receipt of their registration forms and providing internet links to forms, manuals and brochures.
- E-mails are sent to candidates and committees that selected 'mini reporting' notifying them of the required steps to change to full reporting. Again, links are provided to forms, manuals and brochures.
- The members of the public who request forms and manuals are first directed to the PDC website, or provided a CD containing documents. Only those individuals not having internet access or printing capabilities are provided hardcopies of materials.
- Requests for information are responded to via e-mail.
- E-mails are sent to lobbyist employers reminding them to file the L-3. Again, links are provided to forms, manuals and brochures.
- E-mails are sent to elected officials and their jurisdictions concerning the F-1 filing requirement. Links are provided to e-file the report, blank forms, manuals and brochures.
- Staff is currently working on updating the candidate CD ROM for 2006.

- 3-2 For distribution of enforcement warning letters, transition to reliance on electronic mail with Internet links; explore use of electronic mail for enforcement hearing notices.

Who: Assistant Director, Director of Compliance, Senior Counsel

Timeline: Ongoing

**Progress: "Plain talk" warning letters and enforcement hearing notices have been developed and used for group enforcement. Electronic warning letters and hearing notices have not been used because of a general concern about the frequency with which email addresses are changed. However, staff will pursue, on a trial basis, using emailed warning letters to lobbyists failing to file L-2 reports.**

- 3-3 Place copies of complaints being investigated on website.

Who: Director of Compliance

Timeline: Ongoing



**Progress:** Done. Copies of new complaints under investigation are being posted to the Compliance section of the website.

Strategy: Attain 100% compliance with reporting deadlines.

Action Items:

- 3-4 Through education and training, all persons required to file disclosure reports become proficient with reporting requirements and systems.  
Who: Communications & Training Officer  
Timeline: Ongoing

**Progress:** Staff provided the following trainings to date in FY 2006:

- Four F-1 trainings for 1,050 attendees;
- Four Lobbyist/Lobbyist Employer Compliance trainings for 73 attendees;
- Three Use of Facilities trainings with 43 attendees;
- Five Candidate/Committee Compliance trainings with 122 attendees;
- Twelve ORCA trainings with 117 attendees.

- 3-5 Send electronic reminder notices to filers 5 to 7 days before report due dates.  
Who: Communications & Training Officer, Administrative Officer  
Timeline: Ongoing

**Progress:** Since December of 2005, staff provided the following e-mail reminders to filers notifying them of upcoming due dates and other important information.

- Monthly reminders e-mailed to lobbyists concerning L-2 filing deadlines;
- January - L-3 reminders were e-mailed to lobbyist employers;
- January and April 2006 - L-5 reminders were e-mailed to public agencies;
- December 2005 - Blue card reminders were e-mailed to jurisdictions;
- January and March - F-1 reminders were sent via e-mail to jurisdictions;
- April - F-1 reminders were sent directly to filers.

Strategy: Raise profile of public disclosure law and its requirements beyond South and Central Puget Sound regions.

Action Items:

- 3-6 Through press releases, guest editorials and public service announcements, increase awareness and usage of disclosed information.

Who: Communications & Training Officer

Timeline: Ongoing

**Progress:** The following press releases and public outreach opportunities regarding Commission action and national recognition have occurred since December 2005:

- Informational notice sent to all WA state media contacts in January regarding lobbyist reports and resources available from PDC.
- Informational notice sent to all WA state media contacts in March regarding on-line availability of Lobbyist Pictorial Directory.
- March 2006 statewide press release regarding Commission's request for AG to appeal WEA agency fee payer case to U. S. Supreme Court.
- University of Washington Tacoma Keystone Lecture series co-presenter – *The Potential for Democratic Voting in Pierce County*, February 2006
- Staff participated in panel discussion of lobbying & the importance of disclosure for The Evergreen State College Master in Public Administration program.

- 3-7 Increase contacts with media in Bellingham, Yakima, Spokane, Tri-Cities, Wenatchee and Vancouver to enhance their understanding of disclosure provisions and usage of website data.

Who: Communications & Training Officer

Timeline: June 2006

**Progress:** Commissioner Schellberg's interview with the *Bellingham Herald* was published on August 14, 2005. Chair Tilly's interview with the *Wenatchee Business Journal* was published on October 19, 2005.

Staff held meetings with media outlets to provide general information about the Public Disclosure Commission and specific details about the PDC's website. These meetings occurred on the following dates:

- September 21, 2005 – approximately 15 *Tri-City Herald* reporters and two editors and a reporter from KNDU TV
- September 22, 2005 – approximately nine *Yakima Herald Republic* reporters and one editor
- October 13, 2005 – four reporters from *the Olympian* (at their request)

A meeting with Spokane media will be scheduled for June 2006.

- 3-8 Survey the public to determine whether (a) the policy objectives of I-276 and I-134 remain important, and (b) the PDC is doing a credible job of implementing and enforcing the law.

Who: Executive Director, Assistant Director, Communications & Training Officer

Timeline: December 2006

**Progress:** Staff contacted a representative of Washington State University's Institutional Review Board and discussed criteria and process used by WSU for sanctioning research projects.

**By September 2006, staff will develop a plan for conducting the survey.**

#### **4. Increase Commission and staff capacity to meet future challenges.**

Objective: Increase agency's ability to satisfy public expectations.

All strategies and action items below advance Statewide Result No. 11.

Activities: Enforcement of Public Disclosure Laws and Provide Public Access to Campaign, Lobbying and Financial Information.

Strategy: Communicate resource needs and recommendations for statutory revisions to the Legislature.

Action Items:

- 4-1 Submit budget request that incorporates increased funding for information technology staff, maintenance and renovations to agency infrastructure.

Who: Commission, Executive Director, Chief Technology Officer,

Timeline: August 2004

**Progress:** Done. \$142,000 in additional funding was sought and authorized by the Legislature for IT maintenance and assurance agreements.

- 4-2 Work with legislative staff on revising chapter 42.17 RCW to eliminate inconsistencies and ambiguities.

Who: Commissioner Connelly, Executive Director, Senior Counsel

Timeline: December 2005

**Progress:** While a heavy 2005 interim workload impacted legislative staff efforts on this project, work is proceeding. A re-organization bill will likely be introduced during the 2007 Legislative Session.

- 4-3 Implement ESSB 5034, the Electioneering Communications law, through stakeholder meetings, rule drafting and adoption, and development of electronic form.

Who: Executive Director, Senior Counsel, Assistant Director and Chief Technology Officer

Timeline: January 2006 (electronic form by June 2006)

**Progress:** The Commission provided preliminary guidance on implementing ESSB 5034 at the October 2005 meeting and approved language for proposed rules from November through March 2006. Stakeholder meetings were held on December 14, 2005, and February 8, 2006. A proposed C6 form has been adopted, and electronic filing system project plans have been developed. The public hearing and possible permanent adoption of 23 proposed rules is scheduled for April 27, 2006.

Strategy: Develop alternatives to current practices that further promote efficiencies and improved customer service.

Action Items:

- 4-4 Examine staff organization to optimize effective and efficient resource management.

Who: Executive Director, Assistant Director, Chief Technology Officer

Timeline: January 2005

**Progress:** Staff re-organization occurred in the spring of 2005, following the retirement of two long-term management employees. The positions were filled internally.

Five classified staff positions filled by long-term employees have been re-classified to recognize additional duties, responsibilities and performance expectations. Their compensation levels have also increased accordingly.

Effective July 1, 2006, the agency will acquire an additional FTE to assist with the implementation of 3<sup>rd</sup> SHB 1226, the new law imposing contribution limits on candidates for judicial office and certain local offices, and restoring C-5 filing by all out-of-state political committees financially active in state and local campaigns. At this point, that FTE is expected to be a second filer assistant focused almost exclusively on helping people comply with the law.

- 4-5 Explore incentives for staff retention.

Who: Assistant Director, Administrative Officer

Timeline: February 2005

**Progress:** Staff has developed a Performance Management Policy with the Department of Personnel which, once implemented, will allow for

**additional monetary compensation based on extraordinary performance by classified employees.**

**During this fiscal year, the agency is investing some \$15,000 in staff training and development. This is possible because of the savings generated by vacancies and the differential between current pay ranges and the top-of-the-range budget allotment amounts. The training is all job-related, encompasses all divisions and will directly impact staff efficiency and/or competency. It also demonstrates management's commitment to and interest in employees and their growth.**

**The course work includes: investigator training; presentation skills; writing clearly and effectively; word, access and excel training; sexual harassment awareness and prevention; IT programming; database and server management; IT security management; and mid-level manager training.**

- 4-6 Locate, equip and operate redundant facility to protect data and support business resumption in the event of a disaster.

Who: Chief Technology Officer

Timeline: June 2005

**Progress: The agency received DIS approval of our IT investment plan for the acquisition of redundant computing infrastructure. All acquisitions have been made and received and implementation is in progress.**

**Servers, networking appliances and software have been installed. Testing and configuration is currently being performed regarding all new systems with an anticipated full production cut-over to the new computing infrastructure in June 2006.**

**As part of the Governor's Disaster Recovery/Business Continuity initiative, PDC is expecting to be allocated server space in a multi-agency shared facility in Eastern Washington. Once that occurs, staff will move redundant systems to that site to minimize downtime in the event of a disaster in our area.**

- 4-7 Implement computerized reference manual that incorporates statutes, rules, case law decisions, declaratory orders, interpretations, policies and advisory letters.

Who: Assistant Director, Communications & Training Officer

Timeline: December 2005

**Progress: Approximately 90% of the agency's precedent setting court decisions, rules, declaratory orders, and interpretations have been scanned with OmniPage Office software (optical character reader),**

and indexed. Further, 90% of the agency's substantive correspondence (including letters and e-mails) and other historical documents have been similarly processed. Maintenance of the computerized reference manual continues since its October debut.

The IT staff completed the website that supplements the Google search appliance and is used to access the contents of the reference manual.

Different search techniques were demonstrated for the Commissioners and PDC staff on October 27 and 28, respectively.

Gathering, scanning, and indexing of documents continues.

- 4-8 Implement continued training for compliance staff related to investigations (case management, interviewing witnesses, analyzing findings, report writing, testifying, etc.).  
Who: Assistant Director, Director of Compliance, Administrative Officer  
Timeline: Ongoing

**Progress:** As part of the personnel development program, compliance staff members have completed or are enrolled in skill development courses addressing their individual needs. See Action Item 4-5 above.

#### **Government Management Accountability and Performance**

- 4-9 Implement a Complaint Review and Tracking System that monitors and records completion of each step of the resolution process in order to identify and anticipate obstacles to prompt resolution and promote timeliness.

Who: Assistant Director, Director of Compliance, Compliance Officer  
Timeline: July 2005; Ongoing

**Progress:** A Complaint Review Process has been implemented. It facilitates tracking of complaints from receipt to resolution. If a complaint stalls, staff can determine where, why and how to remedy the situation.

A GMAP presentation is scheduled for the April Commission meeting.

- 4-10 Use Time Matters software to track the amount of compliance staff time devoted to customer service/filer assistance.

Who: Assistance Director, Chief Technology Officer  
Timeline: July 2005; Ongoing

**Progress:** Time Matters software installed on workstations allows the tracking of customer service calls in compliance. This data facilitates

**better management decision making regarding staffing and performance expectations.**

- 4-11 Survey WEDS and ORCA users to measure and compare customer satisfaction with each product and identify ORCA enhancements.  
Who: Chief Technology Officer, Compliance and Training Officer  
Timeline: WEDS – December 2005; ORCA – December 2006

**Progress: An electronic filing survey to gather data for statistical analysis in comparing user satisfaction with WEDS and ORCA has been developed and implemented. The survey is accessible through a URL in all electronic filers confirmation e-mail.**

- 4-12 Measure quantity and quality of data entry and scanning work product to determine what level of output maximizes quantity without sacrificing quality.  
Who: Chief Technology Officer, Quality Assurance Manager  
Timeline: July 2005; Ongoing

**Progress: As part of the agency GMAP initiative, a new SQL server database and MS Access front-end have been developed and implemented to track quantity and quality of data entered by data entry staff. Data collection is underway and output reports and graphs are produced for management review in assessing resource requirements for the data entry division.**

**A GMAP presentation before the full Commission was conducted at the November 2005 meeting.**

- 4-13 Analyze warning letter recipient lists for non-filing of F-1, L-3 and F-1/C-1 reports in order to better target outreach efforts and ultimately reduce resources devoted to group enforcement activity.  
Who: Assistant Director, Communications & Training Officer  
Timeline: July 2005; Ongoing

**Progress: PDC staff scheduled lobbyist employer compliance training in January and February of 2006 targeting lobbyist employers located in the Seattle and Tacoma areas, the location of the largest number of L-3 warning letter recipients.**

**PDC staff determined that city council members and school board directors received the greatest number of F-1 warning letters. The associations representing these officials agreed to assist in notifying their members about the F-1 filing deadline.**

**F-1 filing reminder were published on the following association newsletters and websites: Washington Ports Association, Washington State School Directors Association, Washington Sewer & Water Districts Association, Washington Association of Fire**

**Commissioners, Washington Association of Hospital Districts, Association of Washington Cities, and Washington Association of Counties.**

**The effectiveness of these efforts will be measured once the F-1 compliance data for 2006 is available in June or July.**

- 4-14 Track reception calls and information request response times to verify timeliness of service, anticipate peak demand periods, and identify technology solutions, including website revisions that will address changing customer needs.

Who: Assistant Director, Chief Technology Officer, Administrative Officer

Timeline: July 2005; Ongoing

**Progress: Reception calls and response times to requests for information are tracked using an internal tracking system. Monitoring the type and quantity of calls and response times alerts management to employee training needs, and assists in website design and identifying other necessary IT solutions.**

**The Office of the State Auditor has been provided access to Personal Financial Affairs reports. This simple change has resulted in a significant reduction in document requests and has saved staff time.**

**A GMAP presentation before the full Commission was conducted at the February 2006 meeting.**



### Performance Measures – FY 2006 as of March 31, 2006

**Goal: Identify and implement strategies to make enforcement efforts more effective**

<b>FY 2006 Performance Measure</b>	<b>Target</b>	<b>Actual</b>
Percentage of candidates, political committees, lobbyists, and public officials who meet statutory filing deadlines.	96%	94%
Number of routine investigations completed and percentage completed within 90 days. (Note that 85% were completed within 120 days and 100% were completed within 185 days.)	50 / 45%	27 / 67%

**Goal: Enhance public access and awareness of PDC reports and data through technology**

<b>FY 2006 Performance Measure</b>	<b>Target</b>	<b>Actual</b>
Number of pages scanned for Internet access	47,000	54,519
Number of times the Commission's Internet site is accessed	700,000	546,437
Average number of days from receipt of electronically filed campaign reports to posting on web site	<1	<1
Average number of days from receipt of paper filed campaign reports to posting on web site	<1	<1
Number of campaigns using electronic filing (reflects candidates and political committees)	500	1,067
Number of lobbyists using electronic filing	281	311
Number of lobbyist employers using electronic filing	200	138
Number of officials using electronic filing for personal financial affairs reporting	2,102	1,233
Percentage of statewide executive candidates who file 1) paper reports and 2) electronically	20/80%	22/78%*
Percentage of legislative candidates who file 1) paper reports and 2) electronically	15/85%	15/85%
Percentage of local candidates who file 1) paper reports and 2) electronically	45/55%	30/70%**
Percentage of continuing political committees who file 1) paper reports and 2) electronically	45/55%	42/58%
Percentage of lobbyists who file 1) paper reports and 2) electronically	70/30%	70/30%
Percentage of lobbyist employers who file 1) paper reports and 2) electronically	80/20%	90/10%

\* Based on statewide executive candidates registered for 2008.

\*\*Based on number of local candidates registered for 2006.